



SERVICE REQUEST Fulfillment Project

Service Request Fulfillment

A simpler, streamlined approach to Service Request Fulfillment for an improved customer experience.

SRF Benefits

- Provides a single system of record for OTech service requests.
- Enables an improved and simplified customer experience for service request fulfillments.
- Supports OTech's goal to adopt service management best practices.
- Establishes a repeatable process that will standardize and streamline request fulfillments.

Scope of the Service Request Fulfillment Project

The scope of the Service Request Fulfillment (SRF) Project is to replace all CSS functions with Remedy and decommission CSS.

The SRF project will implement service request types using an iterative approach:

Phase 1:

- ▶ Deploy the Initial Service Request (SR) Types in Remedy: CalCloud On-boarding, Professional Services, Firewall
- ▶ Other new SRs will be submitted via Remedy using an "Other" SR Type
- ▶ Existing SRs will be processed to completion in CSS (with exceptions).
- ▶ Scheduled for completion 2nd Quarter 2015

Future Phases:

- ▶ Create the Remaining Service Request Types and Reduce the Number of "Other" SRs

For further information please contact
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